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**REPORT TO: PLANNING AND REGULATORY SERVICE COMMITTEE ON 1  
DECEMBER 2015**

**SUBJECT: DEVELOPMENT SERVICES PERFORMANCE REPORT – HALF  
YEAR TO SEPTEMBER 2015**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT,  
PLANNING & INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 To inform the Committee of performance of the service for the period from 1 April 2015 to 30 September 2015.
- 1.2 This report is submitted to Committee in terms of Section III (E) (19) and (20) of the Council's Scheme of Administration relating to developing and monitoring the Council's Performance Management Framework for the Planning and Regulatory Services and contributing to public performance reporting.

**2. RECOMMENDATION**

**2.1 It is recommended that Committee:**

- (a) scrutinises performance against Planning and Regulatory Performance Indicators, Service Plan and Complaints to the end of September 2015 as outlined;**
- (b) welcomes good performance as indicated in the report;**
- (c) notes the actions being taken to improve performance where required.**

**3. BACKGROUND**

- 3.1 The Policy and Resources Committee, at its meeting on 27 April 2010 (paragraph 12 of the minute refers), approved the development of a quarterly monitoring document which will provide supporting information for the Performance Management Framework. The half-yearly performance report refers to this document. The document includes performance indicators, service plan and complaints data (including codes as referred to in section 5 of this report), and can be found at:  
[http://www.moray.gov.uk/moray\\_standard/page\\_92321.html](http://www.moray.gov.uk/moray_standard/page_92321.html)

- 3.2 The Economic Development and Infrastructure Services Committee at its meeting on 23 October 2012 (para 11 of the Minute refers) asked whether Transportation Planning performance indicators could also be reported to this Committee. To comply with this request the indicators are now reported to both Committees. The responsibility for oversight of the Transportation Planning indicators remains with the Economic Development and Infrastructure Services Committee.

#### 4. **SUMMARY OF PERFORMANCE**

##### **Performance Indicators**

- 4.1 The tables below summarise performance: –

<b>Service</b>	<b>No. of Indicators</b>	<b>Green Performing Well</b>	<b>Amber Close Monitoring</b>	<b>Red Action Required</b>	<b>Annual PI / Data Only</b>
<b>Building Standards</b>	5	2	0	2	1
<b>Development Management</b>	7	1	0	0	6
<b>Environmental Health</b>	7	4	1	0	2
<b>Strategic Planning and Economic Development</b>	9	0	0	0	9
<b>Trading Standards</b>	9	0	0	0	9
<b>Transportation Planning</b>	3	3	0	0	0
<b>Total</b>	40	10	1	2	27
<b>Total quarter 2</b>	<b>13</b>	<b>77%</b>	<b>8%</b>	<b>15%</b>	

- 4.2 Performance at this stage of the year is presented across six service areas and involves 13 indicators. Ten of the indicators are regarded as performing well, one requires close monitoring and two require action if the targets are to be met.

##### **Service Plan**

<b>Number of Actions</b>	<b>Completed Expected by end quarter 2</b>	<b>Completed Actual by end quarter 2</b>	<b>Completed Ahead of time by end quarter 2</b>
48	17	13	1

- 4.3 At the end of the reporting period 17 actions were due for completion. Twelve of these actions were completed and 5 are overdue. One action was

completed ahead of time. Overall, and including progress for actions that are not complete, the plan is 52% complete at the end of the reporting period.

## Complaints

- 4.4 During the half year to September, Development Services received 16 complaints, 94% of which were responded to within timescales. Two complaints were upheld and four complaints were partially upheld.

## 5. PERFORMANCE ANALYSIS

### 5.1 Areas of good performance

#### Development Management

- 5.1.1 The average time to deal with local planning applications (SDS2b) continues to be around the seven week mark at 7.3 weeks in Q2 against a target of 10.4 weeks. Also the number of applications taking more than two months (Envdv263) reduced by roughly half between 2013/14 and 2014/15 and is on course this year to halve again.

**Table 1 Number of Planning Applications taking more than eight weeks**

2013/14	2014/15	2015/16
143	58	15 to the end of Q2.

Over the same period (the last 2 ½ years) the number of planning applications taking less than two months (Envdv262) has an increasing trend which again shows that performance is improving.

#### Environmental Health

- 5.1.2 The percentage of premises compliant with food law (Envdv070c) is at 81.9% against a target of 80% for quarter 2. This is the highest it has been for two years in which time the average quarterly score was 78.7%. The reason for the drop in performance during those two years was thought to be the sections' focus on the Cross Contamination Strategy which concluded at March 2015. At the 11 August 2015 meeting of this committee the Food Law Enforcement Strategy was approved (agenda item 6 refers). The implementation of this strategy seems to have produced an increase in compliance in quarter 2.

#### Service Plan

- 5.1.3 The following actions show good performance:-

- Building Standards –Building Standards has been a member of local authority consortia groups since 2010. Moray has led an initiative to share best practice between local authority building standards services which has now resulted in all SOLACE group members agreeing to benchmark. The action to begin benchmarking with other authorities is complete

(DEVS18.1.2b).

- Strategic Planning and Economic Development - After approval of the proposed plan by the Scottish Government, Moray Council formally adopted Moray's Local Development Plan on the 31 July 2015 (DEVS15-18.5.1). The due date for adoption was September 2015. The section produced the plan ahead of time and has streamlined processes to produce future plans.

## 5.2 Areas of performance identified for improvement

### Building Standards

5.2.1 Two indicators showed reduced performance in the issuing of building warrants in quarter 2.

- The percentage of building warrants issued within 20 days (Envdv212) dropped to 79% in Q2 from 93% in Q1 against a target of 100%. There was a small increase in the number of applications (5%) but the primary reason for the drop in performance was the increase in the value of the work done. In general the value of the work is directly related to the complexity involved and the amount of work required. The value increased by 111% from £32M in quarter 1 to £68M in quarter 2. Consequently the fees increased by 68% from £191K to £322K.
- For the same reason the mid-range building warrant average response time (Envdv041b) at 17 days was longer than the target of 15 days. This is the first time in four years that any of the three performance indicators (fast track (Envdv039b), mid-range (Envdv041b), and major (Envdv043b)) measuring the average time of response has not met the target.

### Service Plan

5.2.2 At the end of the reporting period the following five Service Plan actions were overdue

### Development Management

- (i) Review standard planning conditions – Transport (Devs15-18.2.1a) 20% complete. The delay with this is mainly due to a work scheduling problem between the two sections, Transportation and Development Management. Transportation have been unable, through work pressures, to find the necessary time for this. However a meeting has been scheduled for November and the action should complete in quarter 4.
- (ii) Review standard planning conditions - Environmental Health/Contaminated Land/Private Water (Devs15-18.2.1c) 75% complete. There has been good progress with this but it is not complete due to lack of resources. The action is now expected to complete in January 2016.

### **Environmental Health**

- (iii) Review of procedures, practices and monitoring (Devs15-18.3.2) 80% complete. The bulk of this has been done. Problems arising with the trialling of hand-held data capture devices are the reason for the delay with this action. The trialling was completed (Devs15-18.3.3) at the end of September and the review should now complete in quarter 3.

### **Strategic Planning and Economic Development**

- (iv) Rural Groupings Review report (Devs15-18.2.1a) 70% complete. This was delayed because the priority for the section was adopting the Local Development Plan. However the majority of the work has been done. The review will now be reported to the December 2015 meeting of the committee which will complete the action.

### **Trading Standards**

- (v) Welfare Network Development Project - Evaluate public accessibility of welfare reforms related advice and assistance (Devs15-18.2.1a) 90% complete  
The vast bulk of this has been done. The use of the Citizens Panel to evaluate the pages on the council website which constitute Welfare Map<sup>1</sup> provided excellent information on how the system is used by the public. This approach was not anticipated at the start of the project and has led to a small delay. The evaluation will be completed in quarter 3.

## **6. SUMMARY OF IMPLICATIONS**

### **(a) Moray 2023: A Plan for the Future/Service Plan**

Development Services performance indicators reflect priorities included within the Moray 2023: A Plan for the Future/Service Plan.

### **(b) Policy and Legal**

The Council has a statutory requirement to publish a range of information that will demonstrate that it is securing best value and assist in comparing performance both over time and between authorities where appropriate.

### **(c) Financial implications**

None.

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<sup>1</sup> Welfare Map is a system which provides help with, or information about, the welfare reform changes.

**(d) Risk Implications**

None.

**(e) Staffing Implications**

None.

**(f) Property**

None.

**(g) Equalities**

An Equality Impact Assessment is not needed because the report is to inform the Committee on performance.

**(h) Consultations**

None.

**8. CONCLUSION**

**8.1 At the end of the reporting period, which is the first half of 2015/16, 77% of the performance indicators showed good performance. The Service Plan for 2015/16 was 52% complete.**

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Background